



General Services
STATE FLEET MANAGEMENT

Focus on Fleet

Summer 2007

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General Services Division
Office of State Fleet Management*

There's no such thing as Government money — there is only Taxpayer money.

Of Quality and Chocolate

From the State Fleet Manager

Recently I attended the annual meeting of the National Conference of State Fleet Administrators. This year's gathering was held in Hershey, Pennsylvania, where I was able to find everything chocolate.

The restaurants offered everything from Chocolate Martinis to Chocolate Barbeque Sauce. Even the soap at my hotel was chocolate-scented. It was a chocoholic's dream come true.

This caused me to think about the success of Hershey and how it all came to be. The conference hotel television aired a documentary produced by the Arts and Entertainment channel (A&E) featuring Milton Hershey and the creation of his chocolate empire. One of the things that caught my attention was his relentless pursuit of perfection in his product. He always paid special attention to product quality.

However, Mr. Hershey was very concerned about the cost of his product. During his early years, chocolate treats were considered a luxury item with a limited shelf

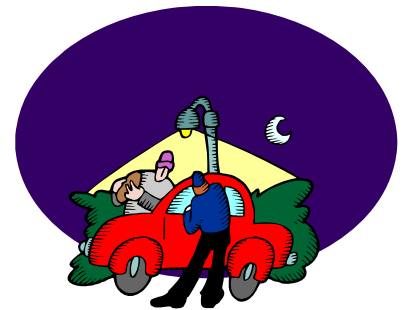
life. He wanted to make them shelf-stable and affordable for everyone. To accomplish these goals, he used chocolate-making machinery from Germany to mass-produce his confections.

This special attention to quality and price relates to what we do here at State Fleet Management. We seek to offer the highest quality service at the lowest price.

Now, in an effort to improve the value of the services we offer, State Fleet Management has reduced the rate it charges for the management and payment of service and repair through the Commercial Vendor Repair Program (CVRP). (See the article on page 3 for more details on this change.)

State Fleet Management is excited to be able to offer this opportunity for cost savings, but rest assured that we will not sacrifice our quality of service as we make this rate reduction.

*Warren J. McCormack
State Fleet Manager*



Please Don't Feed the Thieves

Between July 1, 2006 and the end of August 2007 there were 43 incidents of vandalism and theft on State Vehicles. The actual costs amounted to \$11,799.41.

Since State Fleet Management is self-insured, remember that every incident that takes away revenue from us must also be passed on to our clients. State Fleet is **not responsible** for our customers' valuables, so you should take every reasonable precaution to secure them.

Responding to a recent spate of vehicle break-ins, Richland County Sheriff Leon Lott has posted the following tips:

- Report suspicious activity **immediately**.
- Leave exterior lights on from dusk to dawn.
- Close and lock garage doors.
- **Do not leave valuables in plain view.**
- Be a nosy neighbor: get involved with the crime watch in your neighborhood.

It is true that a really determined thief will get into your car, but you shouldn't encourage them by leaving your things out in plain sight. **Remember: Don't feed the thieves.**

Inside Focus on Fleet:

- B5 use requirements set to take effect
- Tips on Tires
- Change in Claims Adjustment provider
- More new vehicles: Ford Focus, Chrysler PT Cruiser
- CVRP Rate Reduction

Focus on Safety

Editor's Note: This is a reprint from the Fall 2003 issue of Focus on Fleet. The issue and the information remain timely today.

TIRE SAFETY

Everything Rides On It

Protection against avoidable breakdowns and crashes. Improved vehicle handling. Better fuel economy. Increased tire life. Just a few of the reasons to take five minutes every month to check your tires. Simply use the handy checklist below, and see the reverse side for more information on tire safety.

Safety Checklist

- Check tire pressure regularly (at least once a month), including the spare.
- Inspect tires for uneven wear patterns on the tread, cracks, foreign objects, or other signs of wear or trauma. Remove bits of glass and other foreign objects wedged in the tread.
- Make sure your tire valves have valve caps.
- Check tire pressure before going on a long trip.
- Do not overload your vehicle. Check the tire information placard or owner's manual for the maximum recommended load for the vehicle.
- If you are towing a trailer, remember that some of the weight of the loaded trailer is transferred to the towing vehicle.

Safety Tips

- Slow down if you have to go over a pothole or other object in the road.
- Do not run over curbs, and try not to strike the curb when parking.
- Remember to check your tires once a month!

There's Safety In Numbers

You can find the numbers for recommended tire pressure and vehicle load limit on the tire information placard and in the vehicle owner's manual.

Tire placards are permanent labels attached to the vehicle door edge, doorpost, glove-box door, or inside of the trunk lid. Once you've located this information, use it to check your tire pressure and to make sure your vehicle is not overloaded—especially when you head out for vacation.

Checking Tire Pressure

Because tires may naturally lose air over time, it is important to check your tire pressure at least once a month. For convenience, purchase a tire pressure gauge to keep in your vehicle. Gauges can be purchased at tire dealerships, auto supply stores, and other retail outlets.

Remember, the tire inflation number that vehicle manufacturers provide reflects the proper pounds per square inch (psi) when a tire is cold. To get an accurate tire pressure

reading, measure tire pressure when the car has been unused for at least three hours.

- **Step 1:** Locate the correct tire pressure on the tire information placard or in the owner's manual.
- **Step 2:** Record the tire pressure of all tires.
- **Step 3:** If the tire pressure is too high in any of the tires, slowly release air by gently pressing on the tire valve with the edge of your tire gauge until you get to the correct pressure.
- **Step 4:** If the tire pressure is too low, note the difference between the measured tire pressure and the correct tire pressure. These "missing" pounds of pressure are what you will need to add.
- **Step 5:** At a service station, add the missing pounds of air pressure to each tire that is underinflated.
- **Step 6:** Check all the tires to make sure they have the same air pressure (except in cases in which the front and rear tires are supposed to have different amounts of pressure).



Checking Tire Tread

Tires have built-in treadwear indicators that let you know when it is time to replace your tires. These indicators are raised sections spaced intermittently in the bottom of the tread grooves. When they appear even with the outside of the tread, it is time to replace your tires.

You can also test your tread with a Lincoln penny. Simply turn the penny so Lincoln's head is pointing down and insert it into the tread. If the tread doesn't cover Lincoln's head, it's time to replace your tires.

For a free brochure visit www.nhtsa.dot.gov or call 1-888-327-4236.

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Visit State Fleet on the Web at <http://www.fleet.sc.gov>.

CVRP Fee Reduction

State Fleet Management has recently completed internal reviews of all its processes in an effort to increase efficiency and enhance customer service.

Our review of the Commercial Vendor Repair Program (CVRP) indicates that we can pass on some savings to our customers. The program currently charges customers a 16% surcharge in addition to the repair cost to cover the costs of managing the repairs, negotiating favorable rates, and processing invoices and payments. The minimum surcharge applied is \$80.00, even though applying the percentage would otherwise yield a higher surcharge.

State Fleet Management has studied the CVRP rate structure in detail and determined that the rate could be reduced to 14% without compromising our ability to operate the program. This lower rate represents a 12.5% reduction in the overall CVRP rate. The maximum surcharge will also be lowered to \$75.00, which will provide additional savings to agencies.

State Fleet Management will review the results of this rate adjustment quarterly to determine if the rate can be further adjusted. These reductions will be effective starting with invoices processed after September 1, 2007. The CVRP will continue to look for ways to reduce maintenance and repair cost to agencies, and improve our service to all of you. As usual, if you have any suggestions, please contact our office.

New Claims Adjustor

As of 30 June 2007, State Fleet has a new provider of insurance claims adjustment. The contact information is as follows.

Southeastern Claims Service (SCS)
PO BOX 212128
Columbia SC 29221
PHONE: 1-800-206-1913
FAX: 803-407-5549

The accident reporting form on our Web site has been updated to reflect this change. Should you have any further questions about accidents, contact Karen Wilkes at (803) 737-1982.

Soy to the World!

B5 soon required for State stations

Beginning January 1, 2008, all diesel dispensed at State-operated fueling facilities will be required to be at least 5% biodiesel. This requirement is designed to promote the use of alternative fuel in the State and reduce the burning of petroleum-based fuels. State Fleet is sincerely dedicated to promoting the use of Alternative Fuels in State vehicles.

The new requirement is one of the results of the *Energy Freedom and Rural Development Act* (§12-63-10) of 2007. This bill mirrors a Federal mandate for Federal fleet vehicles to use B5. Current plans include possibly using B20 instead of B5 in some stations. B5 and B20 cost about the same, but the use of B20 earns AFV credits.

AFV Tax Rebate Extended

The provision (§12-63-20) from the FY2006-2007 legislative session that authorized a sales tax rebate up to \$300 for the purchase of an Alternative Fuel Vehicle (AFV) has been extended to the current fiscal year. Although hydrogen and CNG vehicles are covered under the



rebate, most AFV purchases have been Flex-fuel vehicles that can operate on E-85 (85% ethanol, 15% gasoline).

SFM will continue to process rebates for other agencies. Just send a copy of the vehicle invoice showing the date received to Marguerite Gibson at State Fleet. Our address is 140 Stoneridge Drive, Suite 650, Columbia, SC 29210.

Kindly remember that SFM can process rebates for you **only on vehicles your agency owns**. If you lease from SFM, the rebate does not apply to you.

For more information about the rebates, contact Ms. Gibson at 803-737-1508 or E-mail MGibson@gs.sc.gov.

More New Vehicles for SFM Lease Fleet and Motor Pool

State Fleet has acquired more new vehicles for the Lease Fleet and Motor Pool, including two types not previously seen in the State Fleet.

The Lease Fleet will boast some 58 Chrysler PT Cruisers, which were under contract for the 2007 model year. These versatile crossovers have been much in demand. Two of this model are currently serving in the SFM Motor Pool.

The Ford Focus was on contract for the 2007 model year and will also be on contract for 2008. The Lease Fleet currently includes around 150 of this model, and more will be ordered soon. The Focus has been a popular choice for many agencies in the Compact Sedan class.



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Fleeting thoughts

Items in brief from around State Fleet

VDSC Course Dates Announced for FY2008

The Van Driver Safety Course will be offered on the following dates this Fiscal Year.

October 15, 2007
November 5, 2007
December 3, 2007
January 21, 2008
March 3, 2008
April 14, 2008
May 5, 2008
June 16, 2008

All classes are held at the Criminal Justice Academy in Columbia, off the Broad River Road, and the fee is \$25.

For more details, including a map and driving directions, visit our Web site at <http://www.statefleet.sc.gov>. To register for the course, contact Vivian Roberson at (803) 737-2095 or via E-mail at VRoberson@gs.sc.gov.

So Long, Farewell...

Former State Fleet Business Analyst **Betty Pearce** has left SFM for a position with the Board's Chief Information Officer (CIO). We wish Betty the best in her career.

Former CVRP Procurement Specialist **Doug McClam** has left State Fleet to go to work for the Department of Public Safety. Doug is working in the vehicle maintenance and supply division for DPS under the supervision of Lt. Scott Watford.

Same Staff, Different Duties

At the beginning of August, a reassignment of duties occurred at State Fleet. SFM Management used information gathered during the Process Review Project, completed in March 2007, which pointed out some areas where changes might be beneficial. For our customers, the main differences are:

- Billing questions for **Lease, CVRP or other SFM customers** should be directed to **Teresa Meek** at 803-737-1509.
- Questions about payment for vehicles should be directed to **Wanda Ariail** at 803-737-1211. Wanda will now supervise the Accounts Receivable area. Payment questions from **CVRP vendors** should be directed to **Cheryl Swan** at 803-737-6399.
- **Vivian Roberson** is now coordinating the **Defensive Driving** and **Van Driver Safety** Courses and handling vehicle complaints. You can reach her at 803-737-2095.
- Questions about **accidents** involving State Fleet vehicles should go to **Karen Wilkes** at 803-737-1982.